

The proposed 585 area code has been grossly mishandled by the New York State Public Service Commission. Their view is that the use of county lines to separate area codes is the least confusing method. This method, however, splits numerous exchanges down the middle and divides numerous communities. My community (Arcade) is in the southwestern corner of Wyoming County. To the south is Cattaraugus County, and to the west are Cattaraugus and Erie counties, both of which will remain in the 716 area code. Our local phone exchange (492) includes numbers in Wyoming and Cattaraugus counties, and to expect people to know where the county line runs is absurd. In the case of my home, the line runs down the middle of the road. My across-the-road neighbors and I all have 492 exchanges and Arcade mailing addresses, so how are other people and businesses going to know that I have one area code and my neighbors have another? After the grace period expires, there will be no recording to inform the caller of the area code change. If the state PSC was able to re-draw the new area code boundaries to go around two Indian reservations that straddle county lines, why can they not also draw the line to go around local phone exchanges that straddle county lines? I understand the need for additional area codes, but the method being used for this one is ludicrous. The 492 exchange should remain in its entirety in the 716 area code. Thank you for your consideration of this.